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The State Information Center Welcomes You to Indiana: The Crossroads of America!

We're happy you have chosen Indiana as your new residence! You probably have a lot of questions. This brochure was developed to address questions commonly asked by new residents. Our intent is to provide you with basic information and to put you in touch with the agencies that actually provide the services.

If this brochure has been printed out for you, or if for any reason you are not able to reach the service agencies, please contact the State Information Center. We will be happy to provide you with additional assistance.

The State Information Center provides a single point of entry into State government, making State programs and services more easily accessible. With 38,000 employees, over 70 State agencies and more than 800 work site locations, State government can be confusing. The State Information Center was created to improve customer service to Hoosier residents by helping them navigate the service highway.

If you call or email us, you will work with an Information Counselor who is trained in all aspects of State government operations. They are also trained to assess each requester's need and to match the need to the appropriate program or service. Counselors can help with more than the issues that relate just to State agencies. They can also direct callers to appropriate federal and local government agencies.

Please go to the last page of this brochure for contact information.

Driver Information Bureau of Motor Vehicles

Branch Locations

The Indiana Bureau of Motor Vehicles (BMV) has many branch locations around the state. They also provide many services on-line and at express terminals. To find the express terminal or branch nearest you, please visit this web site: www.IN.gov/serv/bmv_branch.

Driver License

New residents must obtain a valid driver license within 60 days of moving to Indiana. For licensing purposes, you are considered an Indiana resident - even if your legal residence is in another state - for the following reasons:

- You have resided in Indiana for over half a calendar year (except college students and active members of the military).
- You are registered to vote in Indiana.
- You have a child enrolled in the Indiana school system.

You must take proof of identity to get your license. Please see the Proof of Identity section below. For more information about driver licenses, or to get a copy of the Driver License Manual, visit www.IN.gov/bmv/driverlicense.

State Identification (non-driver)

BMV offers State Identification cards for persons of any age who are non-drivers. The card looks similar to a standard driver license except that it is clearly marked "Non-driver ID" at the top.

Proof of Identity to Obtain Driver License or State Identification

If you are making an application for an Indiana driver license, permit or identification card, you will be required to provide proof of your identity. The BMV has joined many other states in revising its driver license policy to enhance the security of our driver license system. This policy requires more documentation and is intended to prevent identity fraud. Only original documents or those certified by the issuing agency will be accepted. Driver

(Driver Information, continued)

licenses are accepted all over the country as an indicator of a person's identity. It is very important that we protect your identity by making our system as secure as possible.

To preserve the integrity of the driver license for identification purposes, the BMV has established guidelines of acceptable forms of proof of identity, which includes name, date of birth, Indiana residency and Social Security number. Please contact your local license branch for a current ID list or logon to www.bmv/express.IN.gov.

Vehicle Title and Registration

New residents must title and register all vehicles within 60 days of moving to Indiana. To title the vehicle, you will need the following documents:

• The title document from your previous state of residence, proof of Social Security Number and a statement from a law enforcement officer (local marshal or police, county sheriff or state trooper) affirming that the vehicle identification number (VIN) is the same on the vehicle and the out-of state title.

To register the vehicle (to receive a license plate), you will need to take the following documents:

- The vehicle title, and
- Insurance information.

For more information about titles and registration, visit www.IN.gov/bmv/platesandtitles.

Contact Information for the Bureau of Motor Vehicles

For information about all of the services available to you through the Bureau of Motor Vehicles, and for information about BMV's current fee structure, visit their web site at: www.IN.gov/bmv. Or contact the State Information Center.

Employment Issues Department of Workforce Development

The Indiana Department of Workforce Development (DWD) provides a one-stop shop for workers and employers.

Persons Seeking Employment

Advance Indiana provides skill assessment and training for persons seeking jobs. Resume and job search assistance are also available. Visit their web site: www.IN.gov/dwd/jobseekers.shtm. You will find many resources that deal with assessing your abilities, setting goals and making plans, receiving training, and finding a position. Job listings are also posted on this site.

Employers

Advance Indiana works with employers as well as employees, providing an Employer's Guide, information about the labor market, links to federal programs, and information about employer responsibilities. Visit their web site: www.IN.gov/dwd/employers_menu.shtm.

Unemployment Insurance

Unemployment Insurance is available to persons who lose their jobs through no fault of their own. To find out what to do if you lose your job, visit this web site: www.lN.gov/dwd/what_to_do.shtm.

Contact Information for the Department of Workforce Development

For information about all of the services available to you through the Department of Workforce Development, visit their web site at: www.IN.gov/dwd. Or contact the State Information Center.

Wage & Labor Issues Department of Labor

The Indiana Department of Labor (DOL) is responsible for the oversight of wage and labor issues.

Wage and Hour Division

DOL's Wage and Hour Division administers and enforces Indiana's wage payment statutes, Minimum Wage Law, which applies to small businesses, and Common Construction Wage Law, which requires that workers be paid established wage rates on public works projects. Get more information at this web site: www.lN.gov/labor/wagehour.

Child Labor Laws

The Bureau of Child Labor enforces Indiana's child labor laws. Regulations apply to teenagers between the ages of 14 and 17. For more information, visit their web site at: www.IN.gov/labor/childlabor, or call for information at (888) TeenWork or (317) 232-2976.

Occupational Safety and Health Division

Another DOL division, Indiana Occupational Safety and Health (IOSHA), is dedicated to ensuring workplace safety and health. IOSHA works to improve workplace safety and health by reducing hazards and exposures in the workplace environment. IOSHA also works to increase employer and worker awareness of, commitment to, and involvement in workplace safety and health. For more information, visit their web site at: www.IN.gov/labor/iosha.

Contact Information for the Department of Labor

For information about all of the services available to you through the Department of Labor, visit their web site at: www.IN.gov/dol. Or contact the State Information Center.

State Taxes Department of Revenue

The Indiana Department of Revenue (DOR) administers tax laws. Taxpayer assistance, forms and publications can be found online, at the main office in Indianapolis, and at all of the district offices. For a listing of the eleven district offices, visit: www.IN.gov/dor/assistance/district.html.

Individual and Business Taxes

If you have questions regarding your individual or business taxes, contact taxpayer services at (317) 232-2240, or visit this web site: www.IN.gov/dor/assistance.

Electronic Forms and Electronic Filing

To retrieve forms to file your taxes the "old fashioned" way, to get information and/or to file electronically, and to pay electronically, visit this web site: www.IN.gov/dor/electronicservices.

Motor Carrier Services

The Motor Carrier Services Division has offered a physical "One-Stop Shop" for all Motor Carriers conducting business in Indiana. Now, much of that information is available online at: www.IN.gov/dor/mcs. The address of the One-Stop Shop is 5252 Decatur Boulevard, Suite R, Indianapolis, IN 46241. Telephone: (317) 615-7200.

Contact Information for the Department of Revenue

For information about all of the services available to you through the Department of Revenue, visit their web site at: www.IN.gov/dor. Or contact the State Information Center.

Voter Information Election Division

The Indiana Election Division comes under the direction of the Office of the Secretary of State. It also is governed by the bipartisan Indiana Election Commission (IEC). The Division is responsible to all voting constituencies: election and voter registration professionals, office holders, candidates, committee chairs, campaign treasurers and voters.

Voter Information

In order to vote in Indiana, a person must first register. The following items constitute voter eligibility. A person must:

- Meet standards established by both the United States Constitution and the IEC;
- Be at least eighteen (18) years of age;
- Be a United States citizen; and
- Be a resident of the precinct for at least thirty (30) days prior to the election.

For registration information, district maps, ballot information, absentee voter forms and much more, visit this web site: www.IN.gov/sos/elections/voters/index.html.

Campaign Information

To learn what you need to do to run for office, or to get current and past campaign finance information, visit this web site: www.IN.gov/sos/elections/campaign/index.html.

Contact Information for the Election Division

For information about all of the services available to you through the Election Division, visit their web site at: www.IN.gov/sos/elections. Or contact the State Information Center.

Family Services Family and Social Services Administration

The Indiana Family and Social Services Administration (FSSA) manages many programs to help families. For all available services, visit their web site at: www.lN.gov/fssa/families/index.html.

Bureau of Family Resources

The Bureau of Family Resources (web site: www.IN.gov/fssa/families/resources/index.html) helps children and families by administering many programs. Among them: Temporary Assistance to Needy Families (TANF), Food Stamps, Welfare to Work (IMPACT), and Housing Services.

Bureau of Family Protection and Preservation

The Bureau of Family Protection and Preservation (web site: www.IN.gov/fssa/families/protection/index.html) serves children who are at risk of abuse or neglect. The Bureau administers Child Protection Services, Family Preservation and many other programs.

FaithWorks Indiana

FSSA's Division of Family and Children (DFC) has formed FaithWorks Indiana, an initiative to promote faith-based supportive services to families throughout Indiana. This initiative assists faith-based organizations of all types in developing services and in accessing state, federal, and foundation funding to help Hoosier families in need. Their web site: www.IN.gov/fssa/faithworks.

Contact Information for the Family and Social Services Administration

For information about all of the services available to you through the Family and Social Services Administration, visit their web site at: www.IN.gov/fssa. Or contact the State Information Center. In most instances, application for services will be made through the local offices. To find your local office, check this web site: www.IN.gov/fssa/children/dfc/directory/index.html.

Older Adult Services Family and Social Services Administration

The Indiana Family and Social Services Administration (FSSA) provides many services to help older adults. For a complete listing of services, visit this web site: www.IN.gov/fssa/elderly/index.html. This includes:

- Indiana's Long Term Care Insurance Program, Medicaid and Medicaid Waivers, and
- Olmstead, Indiana's plan for placing qualified disabled persons in the most appropriate setting.

Bureau of Aging and In-Home Services

The Bureau of Aging & In-Home Services (BAIHS) provides a broad range of in-home and community based services to older adults and persons of all ages with disabilities. Services provided focus on prevention, early intervention, protection and advocacy. Their web site: www.IN.gov/fssa/elderly/aging/index.html.

Area Agencies on Aging

Indiana's Area Agencies on Aging (AAA) provide case management, information and referral to various services for persons who are aging or developmentally disabled. To apply for services, contact the AAA nearest you (web site: www.IN.gov/fssa/elderly/aaa/index.html) or call 1-800-986-3505.

Contact Information for the Family and Social Services Administration

For information about all of the services available to you through the Family and Social Services Administration, visit their web site at: www.IN.gov/fssa. Or contact the State Information Center. In most instances, application for services will be made through the local offices. To find your local office, check this web site: www.IN.gov/fssa/children/dfc/directory/index.html.

Mental Health Services Family and Social Services Administration

The Indiana Family and Social Services Administration (FSSA), through its Division of Mental Health and Addiction (DMHA) (web site: www.IN.gov/fssa/servicemental/dmh/index.html), seeks to ensure that citizens have access to appropriate mental health and addiction services.

Hoosier Assurance Plan

Hoosier Assurance Plan is the primary funding system used by the Division to pay for mental health and addictions services. The Division contracts with managed care providers who provide an array of care for individuals who meet diagnostic, functioning level and income criteria. The managed care providers provide a year's care at the most appropriate level for all enrollees.

Persons targeted for Division funding are:

- Adults with serious mental illness,
- Children and adolescents with serious emotional disturbance, and
- Persons of all ages with chronic addictive disorders.

Eligibility is determined by the managed care provider. For further information, contact your managed care provider of choice. For a list of providers, visit the above-named web site.

Contact Information for the Family and Social Services Administration

For information about all of the services available to you through the Family and Social Services Administration, visit their web site at: www.IN.gov/fssa. Or contact the State Information Center. In most instances, application for services will be made through the local offices. To find your local office, check this web site: www.IN.gov/fssa/children/dfc/directory/index.html.

Health Care Family and Social Services Administration

The Indiana Family and Social Services Administration (FSSA) administers many programs to aid Hoosiers seeking health care. Programs include the Indiana Long Term Care Insurance Program and Medicaid. You can find a listing of available services at: www.IN.gov/fssa/healthcare/index.html.

Hoosier Healthwise

Hoosier Healthwise is a health insurance program for Indiana children, pregnant women, and low-income families. Health care is provided at little or no cost to Indiana families enrolled in the program. The enrolled member chooses a doctor to get regular checkups and health care for illnesses. Other health needs such as prescriptions, dental care, vision care, family planning services, and mental health services are also available. Visit this web site: www.IN.gov/fssa/hoosier_healthwise/index.html.

Children's Health Insurance Program

In 1997 Congress created the Children's Health Insurance Program (CHIP) as a way to encourage states to provide health insurance to uninsured children. CHIP is a part of Hoosier Healthwise. For information, visit the abovenamed web site.

Contact Information for the Family and Social Services Administration

For information about all of the services available to you through the Family and Social Services Administration, visit their web site at: www.lN.gov/fssa. Or contact the State Information Center. In most instances, application for services will be made through the local offices. To find your local office, check this web site: www.lN.gov/fssa/children/dfc/directory/index.html.

Children's Services Family and Social Services Administration

The Indiana Family and Social Services Administration (FSSA), through the Division of Family and Children (DFC), provides many programs for children. For a listing of all services, visit: www.IN.gov/fssa/children/index.html.

Building Bright Beginnings

Building Bright Beginnings is a catalyst, serving as an umbrella to promote the development of children age birth through four. Many of Indiana's new and current programs and services are being linked to this initiative both at the state and local levels. For more information, their web site is: www.IN.gov/fssa/children/bbb/index.html. First Steps

First Steps was established to assure that all families with infants and toddlers experiencing developmental delays or disabilities have access to early intervention services close to home. The First Steps web site is: www.state.in.us/fssa/first_step/index.html.

Licensed Child Care Facilities

If you are having difficulty locating a day care facility, try this locator service, at the following web site: www.carefinderindiana.org.

Contact Information for the Family and Social Services Administration

For information about all of the services available to you through the Family and Social Services Administration, visit their web site at: www.lN.gov/fssa. Or contact the State Information Center. In most instances, application for services will be made through the local offices. To find your local office, check this web site: www.lN.gov/fssa/children/dfc/directory/index.html.

Utilities Utility Regulatory Commission

The Indiana Utility Regulatory Commission (IURC) has regulatory responsibility over natural gas, water, private sewer, electric and telephone services. The IURC regulates more than 700 utilities; it does not regulate municipal sewer utilities.

An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that balance the interests of all parties and to ensure the utilities provide adequate and reliable service at reasonable prices. The Commission regulates various aspects of the public utilities' business including rates, financing, bonding, environmental compliance plans, service territories, construction projects, and acquisition of additional plants and equipment. The Commission has authority to initiate investigations of all utilities' rates and practices.

Applying for Utility Service

If you need to set up an account for residential service for any utility, you must contact the utilities in your home community. Check your local telephone directory.

Energy Assistance Program

Indiana does have energy assistance programs - separate from the IURC - to provide financial assistance to low-income households. The intent is to maintain utility services during the winter heating season. For information, contact you local Community Action Agency. Check local listings or contact the State Information Center.

Contact Information for the Utility Regulatory Commission

For information about all of the services available to you through the Utility Regulatory Commission, visit their web site at: www.lN.gov/iurc. Or contact the State Information Center.

Recreation

Department of Natural Resources and Office of Tourism

State Parks, Reservoirs, State Park Inns and Camping

State recreational resources are managed by the Indiana Department of Natural Resources (DNR). For a list of State facilities, visit this web site: www.IN.gov/dnr/parklake/index.html. You will also find information about federal parks and forests in Indiana. DNR maintains the Indiana Trails Inventory, which includes local, state and national resources for hiking, biking and canoeing as well as snowmobile and rail trails. Visit: www.IN.gov/dnr/outdoor/index.htm.

Hunting, Trapping and Fishing

Regulations, licensing, education and opportunities for hunting, trapping and fishing can be found at: www.IN.gov/dnr/fishwild/index2.htm.

Historic Indiana

For information about historic Indiana sites and the State Museum, visit this web site: www.ai.org/ism/index.html.

Tourism and Festivals

The Indiana Office of Tourism, maintains information about weekend get-aways, festivals, common - and not-so-common - tourist sites. Visit their web site at: www.in.gov/enjoyindiana.

Contact Information for the Department of Natural Resources

For information about all of the services available to you through the Department of Natural Resources, visit their web site at: www.lN.gov/dnr. For the Office of Tourism, visit: www.in.gov/enjoyindiana. Or contact the State Information Center.

Education

Department of Education, Commission for Higher Education & State Student Assistance Commission

Kindergarten through 12th Grade

For information regarding enrollment and attendance in a public school, grades K-12, you must contact your local school superintendent's office. Those listings are in your local telephone directory. Data regarding these schools is maintained by the Indiana Department of Education (DOE). Please visit this web site: doe.state.in.us/htmls/education.html.

Post-Secondary Education

Indiana's Commission for Higher Education (CHE) plans and coordinates Indiana's state-supported system of post-secondary school education. They also operate programs, like School-to-Work, to prepare youth for high wage, high skill careers.

Financial Assistance

The State Student Assistance Commission of Indiana (SSACI) administers a variety of state-sponsored assistance programs. Programs include scholarships, grants, summer work-study and federally-funded loans.

Contact Information for the Department of Education, Commission for Higher Education and State Student Assistance Commission

For information about all of the services available to you through the Department of Education, visit the web site of the Superintendent of Public Instruction at: **ideanet.doe.state.in.us/reed/welcome.html**. The Commission on Higher Education web site is: **www.che.state.in.us**. The State Student Assistance Commission web site is: **www.lN.gov/ssaci**. Or contact the State Information Center.

Buying a Home Housing Finance Authority

The Indiana Housing Finance Authority (IHFA) is a state-operated bank that finances residential mortgages and the development of rental housing. IHFA serves also as a community development organization. IHFA is financially self-sufficient; no state taxes are used for operating support.

Home Ownership

IHFA provides down payment assistance and low interest rate mortgages. These programs are primarily administered through a network of lenders participating in the Homeownership Lending Programs, covering all 92 counties in the state. Their web site is at: www.lN.gov/ihfa/ihfaprograms/homeownership/homeownership.htm. Rental Housing

IHFA is concerned about the loss of affordable multifamily housing in Indiana and about maintaining quality housing for lower income residents. To meet these concerns, IHFA has been rapidly expanding its participation in multifamily programs. In addition to a long involvement in the Rental Housing Tax Credit Program, IHFA has taken on the responsibility of a Participating Administrative Entity for the State of Indiana. In that responsibility, IHFA is playing a direct role in finding solutions to the problem of high rents in subsidized properties. For more information, visit their web site at: www.IN.gov/ihfa/ihfaprograms/rentalhousing/rentalhousing.htm.

Contact Information for the Housing Finance Authority

For information about all of the services available to you through the Housing Finance Authority, visit their web site at: www.IN.gov/ihfa. Or contact the State Information Center.

Starting Your Own Business Office of the Secretary of State

The Business Services Division of the Office of the Secretary of State (SOS) administers all business-related responsibilities including the chartering of new businesses, the filing of commercial liens, and the issuance of trademarks, notaries public and summonses. The main web site is: www.IN.gov/sos/business/index.html.

Corporations

This web site (www.IN.gov/sos/business/corporations.html) includes various online features such as Business Entity Name Search, Name Availability Search, and Certificates of Existence.

Uniform Commercial Code

Using this on-line service (www.IN.gov/sos/business/ucc.html) you can perform filings and official searches and browse the Uniform Commercial Code (UCC) database.

Business Owners Guide

Indiana does not have any one single, comprehensive business license. All businesses operating in Indiana are subject to regulatory requirements that may involve several state agencies. Businesses that are starting, expanding, hiring employees for the first time, changing ownership or organizational structure, or moving into Indiana will need to consider the issues listed in this guide. In addition to the general requirements, certain types of businesses will be subject to specific licensing or permitting requirements. Access the Guide at: www.IN.gov/sic/owners.

Contact Information for the Secretary of State

For information about all of the services available to you through the Office of the Secretary of State, visit their web site at: www.IN.gov/sos. Or contact the State Information Center.

Contact Us for More Information Department of Administration

The **State Information Center (SIC)** is a division of the Indiana Department of Administration (IDOA). Information Counselors are available by telephone Monday through Friday, 7:00 AM - 5:00 PM. We are always happy to address your questions via email.

Address

402 West Washington Street, Room W160A

Indianapolis, Indiana 46204

Telephone	TDD	Spanish-Speaking
(317) 233-0800	Use RELAY INDIANA:	(317) 234-0225
(800) 45-STATE or (800) 457-8283	(800) 743-3333	(800) 855-3838
Email	Web site	
stinfo@sic.in.gov	www.IN.gov/sic	

Contact Information for the Department of Administration

For information about all of the services available to you through the Department of Administration, visit their web site at: www.lN.gov/idoa.

Contact Information for all State Agencies, with Links to Local, Regional and Federal Sites

For information about all of the services available to you through any state agency, and to find appropriate links to other governmental resources, visit the official web site of the State of Indiana, accessIndiana, at: www.IN.gov.

- The specific link to local sites is: www.lN.gov/ai/gov/local.html.
- The specific link to federal sites is: www.IN.gov/ai/gov/fed.html.